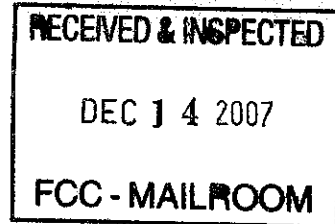


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Aldar Academy



December 12, 2007

CC Docket No. 02-6
Request for Review
Application Number- 444345 FRN: 1225827

CC: 02-6

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
9300 East Hampton Drive
Capitol Heights, MD 20743

To Whom It May Concern:

This is a letter of appeal regarding FRN 1225827. The SLD has "Denied" funding our basic Maintenance of Internal Connection in the amount of \$50,444.00. This grant request was for form 471 Application Number 444345, billed entity number 111759, billed entity FCC RN 001347900, applicant's form number 471-2005-7. The service provider for this FRN is Network Management Corporation (NMC). Their SPIN is 143004852. The request was for \$56,160.00 at 90% funding level.

I am requesting that the "Denial of Funding" ruling for Application Number 444345, FRN 1225827 be overturned in the favor of Aldar Academy. USAC has ruled that the contract is not cost effective. There are special circumstances regarding this contract, as explained below. Aldar Academy is a school which serves severely emotionally disturbed students. We have an enrollment of approximately 70 students at any given time; however, because of the transient lifestyle of our families, students come and go. Although our enrollment remains consistent, our student base changes constantly. We serve approximately 100 students in the course of a year.

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Dedicated to serving the needs of SED students

I understand the concern for costs regarding this FRN and the terms for Basic Maintenance of a network; however, the cost is justified. Aldar Academy moved into a new facility prior to the start of this contract. The building was old but the site was new to our school. The previous wiring and networking performed on the building was sub-par. When Aldar Academy held an open house for E-Rate bids we only had three companies show up to give us a bid on our network maintenance contract. All three bidders said there were problems regarding the stability of our network. The equipment was sub-par and the cabling was less than professional in quality. We choose the lowest bidder, which was NMC. Your denial of our FRN is based on cost. What could we do? We choose the lowest bidder. The cost was higher than we expected and when asked to qualify the cost, NMC stated that there would be significant time spent in fixing the network in terms of making it stable (See cost break out below). We had informed them that it was crashing on a daily to weekly basis. It was completely worthless as a dependable, functioning educational tool.

Once NMC accepted the work and began service to Aldar Academy, the system continued to repeatedly crash, as was expected. The front end service load, on which the contract was based, was significant. There was a great amount of service time spent reconfiguring the server, updating system operating systems, tracing and repairing cable and network drops and servicing router and switches. All of this work was done on an "as needed basis" in order to either keep the network running or bring the network back on line. This was "break-fix" work done under the contract service agreement. It took nearly the first 8 months of the school year to truly establish a completely stable network. NMC would fix one problem, the network would work and then crash from another unrelated problem.

By year end we had an extremely stable network and still do to this day thanks to all the work that was done under this FRN. NMC did an outstanding job of stabilizing the network. They did it as Break/Fix repairs, as required by basic network maintenance. They could have come in on day one and revamped the entire system but that would not have been deemed "Break Fix" maintenance, so we followed the rules and managed our contract according to USAC eligible services. This took longer but the end results were just as good.

The contract was more costly than the previous year's contract but those were for a different site. This contract truly maintained our network and stabilized it to the point that by year's end Aldar Academy had a dependable system to begin the next school year with. Because of this, our contract bids for the following year were significantly lower. They dropped from \$56,000 to \$36,000. Again we went with the lowest bidder for the job. This time we choose Marketware Technologies. NMC bid on the contract but were just slightly higher. Even though they had established all the work and knew the

system well, Aldar Academy, in support of USAC guidelines, choose the lowest bidder.

I am asking that you consider this information in determining your decision.

- Aldar Academy choose the lowest bid received for the network maintenance contract
- The work was done solely to fix/repair and establish a stable network
- The cost of the contract was within fair market value for our physical location

Break out of Services from NMC

Aldar Academy was under a contract for maintenance services during the 2005-2006 fiscal year which included the following eligible services:

Servers
Routers, Firewalls & Switches
Voice system
Cabling

NMC NetCare maintenance services include patching and update of related operating systems, equipment code updates, infrastructure repairs and configuration maintenance. In 2005 NMC provided a complete restructure of the network including repairs and replacement of cabling that was substandard and contributing to loss of connectivity.

Considerable time was spent moving the servers from a peer to peer environment to an Active Directory domain in support of new networking equipment purchased with E-rate funds. Additional configuration was provided to add security and to simplify network maintenance. Server maintenance hours were used to set up standard networking services such as DNS, DHCP and Web. The contract averaged 10 hours of onsite work per week plus additional telephone support included in the contract.

The contract amount was \$56,160 as applied as follows:

Hardware maintenance:

Configuration and Setup Charges		Hrs	Rate	Annual Total
Servers	One time setup and network re-design to accommodate new equipment including Active Directory Design and configuration Server OS installation and setup DNS configuration and Internet Domain Setup DHCP Installation and reconfiguration of devices SNMP configuration Moves adds and changes for voice system Firewall configuration and update of ACLs Clean up of wiring for MDF Seismic bracing of equipment rack	238	\$120.00	\$28,560

Monthly Support		Qty	Monthly Per Device/Loc	Monthly Total	Annual Total
Servers	Updates and patches/ OS Support		\$300.00	\$1,200.00	\$14,400
Router	Replacement loaner, updates and patches		\$50.00	\$50.00	\$600
Firewall	Replacement loaner, configuration management		\$50.00	\$50.00	\$600
Switches	Updates and patches		\$25.00	\$100.00	\$1,200
Voice	Phone system MACs / Hardware maint.		\$300.00	\$300.00	\$3,600
Cabling	Managed services for building Ethernet including replacement, testing and repair		\$12.00	\$600.00	\$7,200
Monthly Maintenance Support			\$4,680	\$3100.00	\$27,600
Combined Annual Maintenance Contract					\$56,160

In closing, I ask that you overturn the "denial" ruling on this FRN 1225827. I believe the contract to be a fair market value for the services performed.

The purpose of the E-Rate program is to help poverty level students get the services that more fortunate students receive. Eighty percent of our minority based students live at or below the poverty level. Aldar Academy is a non-profit private school serving the most at-risk students in America. Our students are amongst the poorest in the country. Many are without family support or help. The E-Rate program is essential to their education. I appreciate anything you can do to help us in this situation.

If I can be of any further service please contact me.

Sincerely,



Ed Noskowski
President, Aldar Academy

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